

## 10 F.A.Q.

### > How to register on ChronoShip® OnLine?

Refer to Chapter 2 of this manual for guidance on your registration. Attention, since the service is reserved for customers with a Chronopost International account, you will be asked for this account number as well as an associated invoice number (dating less than three months)

### > How to place the transport letter on your parcel?

It's quick and easy, just fold it in half and insert it in a clear plastic envelope with adhesive back, minimum format: 225 x 165 mm (available in all office supply stores).

Note: bar codes and addresses printed on the air waybill must always be visible.

### > Where to deposit your shipments?

Your shipments can be deposited and taken charge:

- In any French post office;
- In all our French agencies or Chronopost International sales outlets;
- Directly in your home/office, if a collection service is available to you.

### > If you are unable to connect

Check that your Internet connection is still active: For this, try to connect to an Internet site of your choice. Your network parameters may have been modified.

Contact the network administrator of your company or your computer technician to check whether any modifications have been made to the Internet connection.

**Otherwise, contact us by dialling 0825 335 345** (0,15 € VAT included per minute, as of November 1<sup>st</sup> 2004

from Monday to Tuesday between 9<sup>h</sup> and 18<sup>h</sup>).

In any case, you can always hand over your shipments using the traditional waybill.

### > If you are unable to print your transport letter

You can reprint an already validated waybill from the validated shipments page.

### > How many transport letters are required with your shipments?

For both shipments within France and abroad, you need to print only one waybill. This consists of one sheet for domestic shipments and two sheets for abroad (Export treatment and Receiver's copy).

Do not forget that if you enclose a Proforma invoice with your international shipments, you must print out five copies of this invoice on letter-headed paper.

### > If you have produced a transport letter but the parcel is not sent...

You can simply delete this shipment from the list of validated shipments. In all cases, only shipments handed over to the Chronopost International network shall be invoiced.

### > What is a sub-account?

In order to facilitate the processing of your invoices, Chronopost International offers you the possibility of sub-accounts, in which you can enter your shipments. The shipments are then directly sorted according to the sub-accounts in your invoice. To save sub-accounts in ChronoShip® OnLine, go to the sub-menu **"Your parameters"** in the menu **"Profile"**.

**> How much will you be invoiced?**

Your tariff agreement has been negotiated with the representative of your company.  
If you do not have your tariff grid, please contact your usual commercial representative.

**> Is it compulsory to print the Proforma invoice via ChronoShip® OnLine?**

Not at all. You can enclose your own Proforma invoice without producing it through ChronoShip® OnLine.

**> Which products can be accessed from ChronoShip® OnLine?**

You can use ChronoShip® OnLine for the following services:

- Chrono Premium® domestic;
- Chrono Classic® domestic;
- Chrono Premium® international;
- Chrono Classic® international;
- Chrono Hold at location.

**> To convert an Excel file (.xls) into text format (.csv)**

In order to import a file in ChronoShip® OnLine, you must first convert the format of your file.

For this, under Excel, go to the menu File > Save as...

In "Type of file", select CSV (separator: semi-colon) and click on the button Save.

**> How can you be designated client-administrator?**

Simply submit a request to your usual commercial representative.

**> You cannot access all the functionalities described in this user manual?**

Your company may already have an administrator who manages the access rights of all ChronoShip® OnLine users.

Contact him via the "profile" menu by clicking on the relevant link.